

For iPhone®

How to Attend a Virtual Visit (Video Chat) on Google Duo™

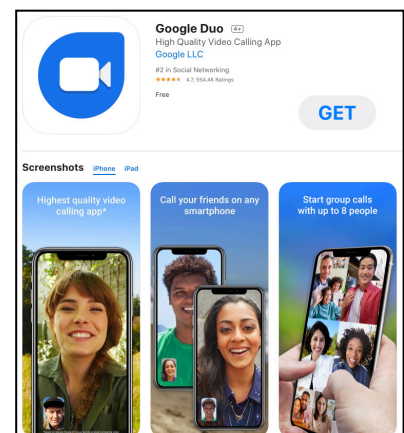


During the COVID-19 crisis, get medical care quickly and safely without leaving home. You can have a virtual visit (video chat) with a Cleveland Clinic provider.

Usually there are strict security criteria for virtual visits. But because of COVID-19, the U.S. Department of Health & Human Services has temporarily relaxed regulations. That means you now can see healthcare providers through popular video chat apps like Google Duo.

Here is how to attend a virtual visit on Google Duo using an iPhone.

1. If Google Duo is not already on your iPhone, download it from the App Store.

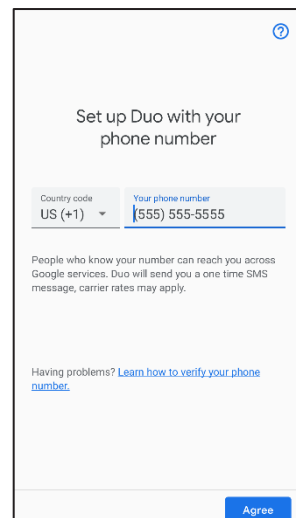


- Once it's installed, open the app and agree to the Terms and Conditions.
- Accept all prompts to allow the app to access your camera and microphone.
- When prompted, enter the phone number of your iPhone to connect Google Duo with your device.
- Tap the "Agree" button to complete setup. You now are ready for a virtual visit with a Cleveland Clinic provider.
- If you are inviting a guest to your virtual visit, please notify your provider's office in advance. Give them the mobile phone number and/or email address associated with your guest's Google Duo account.

To participate in your virtual visit, your guest must have:

- A device with a front-facing camera (e.g., smartphone, computer with webcam or tablet)
- A Google Duo account
- The Google Duo app downloaded to their device

When the visit starts, your provider will do a group call to both you and your guest.



Set up Duo with your phone number

Country code: US (+1) | Your phone number: (555) 555-5555

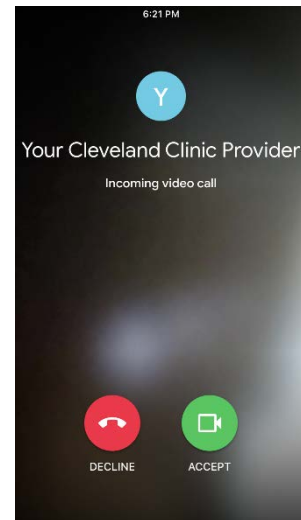
People who know your number can reach you across Google services. Duo will send you a one time SMS message, carrier rates may apply.

Having problems? [Learn how to verify your phone number.](#)

Agree

2. At the time of your virtual visit, your provider will call you on Google Duo.

- Accept the call to begin your virtual visit.
- Your provider will end the call when your visit is complete.
- If you have questions or concerns after your virtual visit, call your provider's office or send a message in MyChart®.



Please note: Third-party applications can introduce privacy risks. Be sure to enable all available encryption and privacy modes when using them.

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